

Guaranteed Ride Home Program



RIDESHARE
Keeping Ventura County Moving

Frequently Asked Questions

1) HOW DO I PARTICIPATE IN THE GUARANTEED RIDE HOME (GRH) PROGRAM?

The GRH Program is available to enrolled employer worksites located in Ventura County. All ridesharing employees who work at the enrolled employer are eligible to participate in the GRH Program; however, your employer must be enrolled. If your employer is not enrolled in the GRH program, you can email cfranco@its-consulting.net or call **951.352.8229** and VCTC will work to get your employer signed up.

2) WHAT IS RIDESHARE?

Rideshare includes carpooling, vanpooling, taking transit (bus or rail), bicycling and walking to work.

3) WHAT ARE APPROVED FORMS OF GRH MODES?

Approved GRH modes are taxi, Metrolink, public bus, Zipcar/Car2go/other car sharing companies and Uber/Lyft/other Transportation Network Company (TNC).

4) WHAT IS A TRANSPORTATION NETWORK COMPANY (TNC)?

A TNC is a company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial vehicles. Examples are Lyft and Uber.

5) DO I HAVE TO PAY FOR THE RIDES?

Depending on the circumstances or employer's GRH policy, the employer or the employee pays up front for the employee's selected ride. Speak to your employer representative to confirm your employer's policy. Valid emergency rides will be reimbursed to the appropriate party.

6) HOW MANY TIMES CAN I USE THE PROGRAM?

You can receive up to six (6) emergency rides in a fiscal year (**July 1 - June 30**).

7) WHEN CAN I USE IT?

A few common situations are: if you become ill, have a childcare emergency, or experience a severe crisis for yourself or a family member. Other examples are: you have an unexpected request by a supervisor to work past your regular work-end time, you're stranded at work because the carpool/vanpool driver had to leave due to an emergency, or natural disasters. Up to two (2) times a year, GRH will cover carpool/vanpool mechanical breakdown and public transit delays of an hour or more or unscheduled cancellations.

8) WHEN CAN'T I USE IT?

GRH isn't offered on days that you didn't use rideshare to get to work. It is also not offered as transportation to work, a substitution for your personal vehicle getting towed or impounded, personal errands, pre-planned appointments, business-related travel, working late absent a supervisor's request, or non-emergency "side" trips.

9) HOW DO I TRANSPORT MY BIKE OR WHEELCHAIR?

You or your employer will need to make arrangements with the GRH transportation provider. Many public transit providers offer wheelchair lifts and bike racks.

10) WILL THE GRH TRANSPORTATION PROVIDER HAVE A CAR SEAT FOR MY CHILD TO MEET LEGAL REQUIREMENTS?

You or your employer will need to make arrangements with the GRH transportation provider.

11) WHAT HAPPENS IF I AM TOO ILL OR UPSET TO DRIVE OR TAKE PUBLIC TRANSIT?

A taxi or ride from a TNC, such as Uber or Lyft, would probably be the best GRH option under these circumstances.

12) SHOULD I TIP THE DRIVER WITH MY OWN MONEY?

This decision is up to you based on your level of satisfaction of your service provider. The cost of a one-way taxi ride or TNC plus a 15% tip is reimbursable and must be documented on the receipt.

13) AM I SUPPOSED TO LEAVE ANY PAPERWORK WITH THE TAXI OR TNC DRIVER?

No.

14) WHAT MUST I DO TO ENSURE THAT MY EMERGENCY RIDE WILL BE REIMBURSED?

If employer paid: once the employee provides their employer representative with valid receipt(s) (original or scanned) from the service provider, the employer representative will complete and submit a GRH Reimbursement Claim Form to the GRH office via regular email or email within 60 days of the GRH usage date. The GRH Program office's mailing address and email address is provided on the GRH Reimbursement Claim Form.

If employee paid: the employee will complete and submit a GRH Reimbursement Claim Form to the GRH office via regular email or email within 60 days of the GRH usage date and provide their valid receipt(s) (original or scanned) from the service provider. The Claim Form must be signed by the Employer Representative. The GRH Program office's mailing address and email address is provided on the GRH Reimbursement Claim Form.

15) CAN I USE THE PROGRAM FOR ANOTHER MEMBER OF MY FAMILY? EXAMPLE: IF I HAVE TO WORK UNEXPECTED OVERTIME AND NEED MY CHILD TO BE PICKED UP FROM SCHOOL?

No. You may contact your company's employer representative to see if there are any options available through your company's employee transportation program.

16) WHAT HAPPENS IF A GRH TRANSPORTATION OPTION IS NOT AVAILABLE?

Contact your company's employer representative to see if there are any options available through your company's employee transportation program, such as arranging a ride home with a co-worker or using a company fleet vehicle.

17) WILL I BE REIMBURSED FOR A RIDE HOME IF I AM SENT HOME EARLY BECAUSE THERE IS NO WORK FOR ME TO DO?

No, the GRH Program may not be used if management sends you home for any reason other than what is specified in the rules as a valid GRH emergency. For example, the program can't be used by employees who have been terminated or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite.

